ESET NOD32 Antivirus 4

Quick Start Guide

Microsoft® Windows® 7 / Vista / XP / 2000 / 2003 / 2008

ESET NOD32 Antivirus provides state-of-the-art protection for your computer against malicious code. Based on the ThreatSense® scanning engine first introduced in the award-winning NOD32 antivirus system, ESET NOD32 Antivirus continues to deliver unprecedented protection against zero-day threats, without the need for constant reactive signature updates to recognize the threats. This manual will guide you step-by-step through the quick setup and configuration of the product.

Antivirus

Proactively detects and disables more known and even unknown new malware threats than any other security product.

Antispyware

Protects you from hidden backdoors, downloaders, exploits, crackers, hijackers, password stealers, key loggers and proxys.

User interface

Protection status informs you about the current protection level of your computer and security.

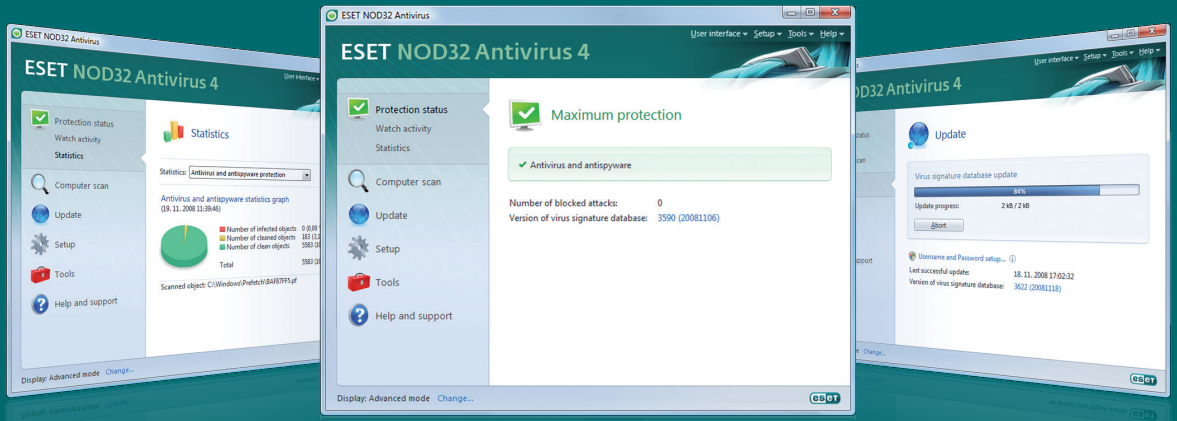
A computer scan is an important part of each antivirus solution. It is used to perform a scan of the files and folders on your computer's disk(s).

This section contains important information about the program updates. It is vitally important for the program to update regularly to provide the maximum level of protection against the latest threats.

The ESET Smart Security setup options allow you to adjust the protection levels of your computer.

The Tools section, available in extended mode, allows you to enter to advanced features: log, quarantine and scheduler.

Comprehensive help and support for ESET Smart Security. You can also contact ESET technical support directly from here.


ESET NOD32 Antivirus
ESET NOD32 Antivirus 4
User interface
Setup
Tools
Help
Protection status
Watch activity
Statistics
Computer scan
Update
Setup
Tools
Help and support
Maximum protection
Antivirus and antispyware
Number of blocked attacks: 0
Version of virus signature database: 3590 (20081106)
Display: Advanced mode
Change...
Update
Virus signature database update
84%
Update progress:
2 kB / 2 kB
Abort
Username and Password setup...
Last successful update:
18. 11. 2008 17:02:32
Version of virus signature database:
3622 (20081118)
Statistics
Antivirus and antispyware statistics graph
Scanned object: C:\Windows\Prefetch\BA87FF5.pf

Installation

Before commencing installation, please close all open programs on your computer. ESET NOD32 Antivirus contains components that may conflict with another antivirus program which may already be installed on your computer ESET strongly recommends that you remove the other program to prevent potential problems. You can install ESET Smart Security from an installation CD or from a file that you download from the ESET website.

Launching the installation

To launch the installer wizard, either do one of the following:

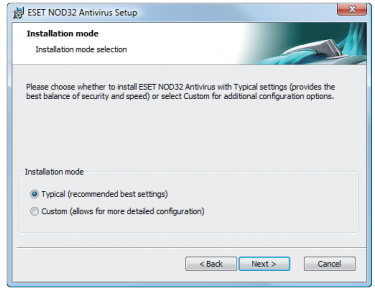
- If you install from the installation CD, insert the CD into the CD-ROM drive and the installation should automatically begin.
- If you install from a downloaded file double-click the file you downloaded to launch the installer.

After launching the installer and accepting the license agreement, the installer will offer two types of installation.

Typical – only the most important parameters will be configuwred during installation. Other parameters will be pre-set to their recommended settings. This mode provides our recommended comprehensive protection and is suitable for most users.

Custom – enables configuration of all advanced parameters during installation.

This guide describes typical installation.


ESET NOD32 Antivirus Setup
Installation mode
Installation mode selection
Please choose whether to install ESET NOD32 Antivirus with Typical settings (provides the best balance of security and speed) or select Custom for additional configuration options.
Installation mode
Typical (recommended best settings)
Custom (allows for more detailed configuration)
< Back
Next >
Cancel

Product activation

In order for ESET NOD32 Antivirus to function correctly, it must first be activated. There are three activation methods available:

Activate using a activation key

Select this option to activate ESET NOD32 Antivirus on your computer directly after purchase. The Activation key is a 12 or 20-character code, which is included in the product package (on the license certificate). If you purchased online, the registration key is sent to the email address used at time of purchase. To activate ESET NOD32 Antivirus, click **Next** and enter your activation key. Then, click **Next** and enter the contact information required to complete the activation.

After installation, ESET NOD32 Antivirus will contact ESET's servers. Your username and password will be retrieved and will be automatically inserted into the Update setup section.

In addition, your username, password and other license information will be sent to the email address you supplied when activating.

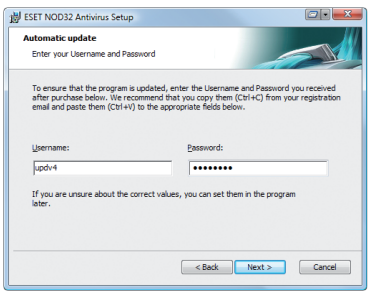
Activate using a Username and Password

If you already have a valid username and password, select the **Activate using a Username and Password** option, click **Next** and enter your username and password. Your username and password is required in order to download regular virus signature and program updates.

Continue without product activation

Select this option and click **Next** if you wish to enter your username, password and registration key after installation is completed. ESET NOD32 Antivirus will still protect your computer, however, no new virus signature updates will be downloaded until the product is activated. Since it is essential that ESET NOD32 Antivirus is updated regularly to provide the maximum level of security for your computer, we recommend that you activate the program immediately after installation. To do this, enter your username and password (click **Update > Username and password setup...**), or your activation key (**Update > Register...**) from the main program window.

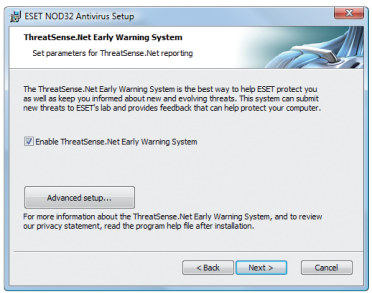
Click **NEXT** to proceed to the next step.


ESET NOD32 Antivirus Setup
Automatic update
Enter your Username and Password
To ensure that the program is updated, enter the Username and Password you received after purchase below. We recommend that you copy them (Ctrl+C) from your registration email and paste them (Ctrl+V) to the appropriate fields below.
Username:
Password:
updv4
If you are unsure about the correct values, you can set them in the program later.
< Back
Next >
Cancel

ThreatSense.Net

ThreatSense.Net plays an important role in our research into new detection technologies for capturing malware proactively and thus providing you with better protection. We recommend that you leave the ThreatSense.Net Early Warning System activated.

Click **NEXT** to proceed to the next step.


ESET NOD32 Antivirus Setup
ThreatSense.Net Early Warning System
Set parameters for ThreatSense.Net reporting
The ThreatSense.Net Early Warning System is the best way to help ESET protect you as well as keep you informed about new and evolving threats. This system can submit new threats to ESET's lab and provides feedback that can help protect your computer.
Enable ThreatSense.Net Early Warning System
Advanced setup...
For more information about the ThreatSense.Net Early Warning System, and to review our privacy statement, read the program help file after installation.
< Back
Next >
Cancel

Detection of potentially unwanted applications

Since some potentially unwanted applications are used legitimately, and might not necessarily pose a security risk, the user's consent is required to enable detection.

Click NEXT to proceed to the next step.

Completing the installation

When all necessary parameters have been configured, start the final installation by clicking the Install button. The installation progress will be indicated by a progress bar. After installation is complete, ESET NOD32 Antivirus will be started automatically. Since a computer restart is not normally required, you can carry on working with ESET NOD32 Antivirus working in the background to protect your computer from malware threat.

Starting ESET NOD32 Antivirus

ESET NOD32 Antivirus starts protecting your computer immediately after installation. You do not have to start the program to activate it. However, at any time you may open ESET NOD32 Antivirus to check your protection status or to perform various scanning and maintenance tasks.

To start ESET NOD32 Antivirus do one of following:

- Double click on the ESET NOD32 Antivirus icon located in your Windows notification area of Task bar (System tray)
- On the windows taskbar click *Start > All Programs > ESET > ESET NOD32 Antivirus > Display user interface*

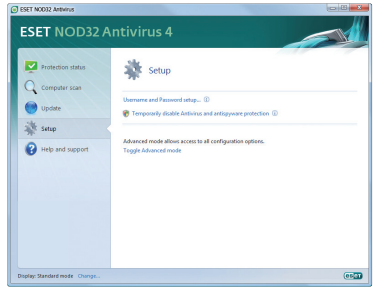
Entering User name and Password for update

If your license has expired and you have received a new username and password after purchasing a renewal (or you did not enter your username and password during installation) enter the new username and password in the update setup window. This is vital for the proper functioning of updates and for ensuring that your computer is continually protected against newly emerging threats.

In the left pane of the ESET Smart Security screen, select **Setup** and then click **Enter Username and Password** on the right.

Enter the username and password you received into the **License details** window and click **OK** to confirm The username and password are both case sensitive. Enter them carefully and exactly. Copying and pasting from the license email is recommended.

If you have purchased ESET NOD32 Antivirus, but did not activate it during installation, you can do so by clicking **Update > Register.** Enter your registration key, supply all necessary information and click **Submit**. Your username and password will be automatically inserted in the Update setup section and an email containing this authentication data will be sent to your registration email address.



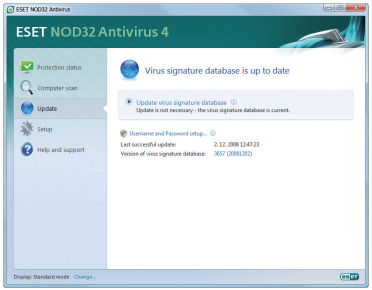
Update

By default, ESET NOD32 Antivirus comes with a predefined task to ensure regular updates (see the Scheduler section in the product manual). If you have not entered your User name and Password during installation and no update has been performed yet, we recommend starting the update manually as follows:

- Select **Update** in the left pane of the main ESET NOD32 Antivirus screen
- Click **Update virus signature database**

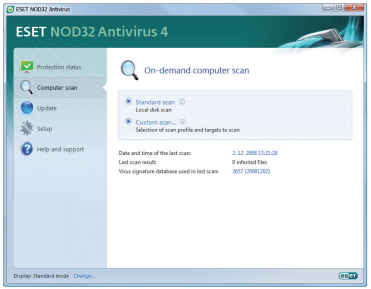
The update module will connect to the Internet, contact an available ESET update server and download digitally signed update files, which contain the most recent malware signatures and new definitions for advanced heuristics and other program modules.

As soon as a newer update has been installed, ESET NOD32 Antivirus displays a notification in the system tray area showing the version number of the installed virus signature database.


ESET NOD32 Antivirus
ESET NOD32 Antivirus 4
Protection status
Computer scan
Update
Setup
Help and support
Virus signature database is up to date
Update virus signature database
Update is not necessary - the virus signature database is current.
Username and Password setup...
Last successful update: 2. 12. 2008 12:47:23
Version of virus signature database: 3657 (20081202)
Display: Standard mode Change...

Computer scanning

After successful installation and update, we recommend that you perform a complete computer scan for threats. To do this, click **Computer scan** in the main ESET NOD32 Antivirus screen and select **Standard scan**. Scanning of all local hard drives will start. As long as the scan continues, the status window shows the progress bar as well as the current statistics about scanned and infected files found. If a threat is detected, ESET NOD32 Antivirus quarantines the file and displays an alert in the system tray area. You should be able to continue working as normal while the scan takes place.


ESET NOD32 Antivirus
ESET NOD32 Antivirus 4
Protection status
Computer scan
Update
Setup
Help and support
On-demand computer scan
Standard scan
Local disk scan
Custom scan...
Selection of scan profile and targets to scan
Date and time of the last scan: 2. 12. 2008 13:21:18
Last scan result: 0 infected files
Virus signature database used in last scan: 3657 (20081202)
Display: Standard mode Change...

Protection Status indication

ESET NOD32 Antvirus's current protection status is indicated in the following ways:

- The system tray icon
- A detailed report in the **Protection status** window

In the event that any protection module is disabled, the **Protection status** window will show the name of the disabled module, along with a link allowing you to re-enable it.

The individual protection statuses are indicated by the following 3 colors:

green (recommended) – Antivirus protection is working properly and your computer is protected against malicious software as well as network attacks. This status indicates that all protection modules are enabled and the virus signature database is up-to-date.

y**ellow** – Real-time file system protection is enabled, but the maximum level of protection is not ensured: The yellow icon is displayed if any of the following events have occurred:

- Document protection, Email client protection, or Web access protection is disabled or malfunctioning
- Operating system is not up to date

r**ed** – The real-time file system protection is disabled**.** Since the proper functioning of these modules is vital to your system's security, we recommend enabling the inactive module immediately..

Resolving Issues

ESET's technical support specialists are ready to assist you in resolving potential problems. Before contacting technical support, we strongly recommend that you search for a solution on the ESET website first. This will help you resolve the problem quickly within a couple of minutes.

Answers to the most frequently asked questions can be found at:

http://www.eset.eu/support/faq

For various problem solutions, directions and hints, read our knowledge base:

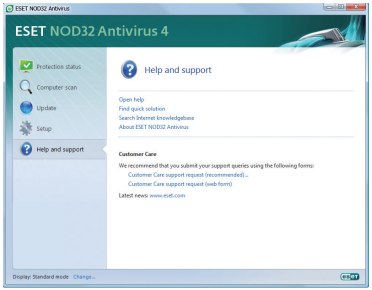
http://www.eset.eu/support/knowledge

To contact ESET's technical support, please fill in the support query submission form integrated into the program. Instructions are in the following section of this manual or use the web form available at the following url if for some reason you cannot use the integrated form:

http://www.eset.eu/support/form

Submitting a technical support query

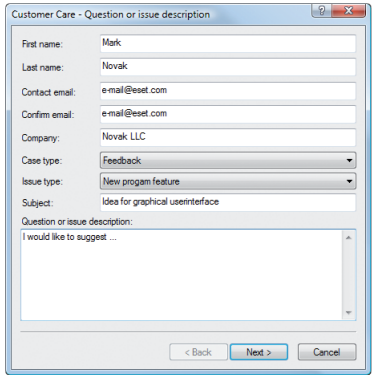
In the event of a problem, contact ESET's technical support using the query submission form integrated in the program. In the **Help and support** section, select **Technical support query**.



A window with contact information, issue type and its specification will appear. Filling in the contact information correctly is crucial for receiving a swift response to your query.

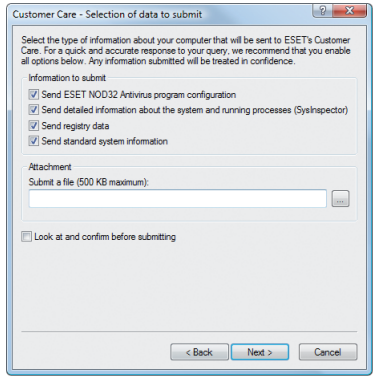
In the **Subject** field, enter a concise description of the issue or question. Next, type in as detailed description of the issue as possible in the **Question or issue description field**.

Click **NEXT** to proceed to the next step.



In addition to the issue description, the program also supports submission of other important information to ESET that can help find the source of the problem. We strongly recommend that you leave all options selected.

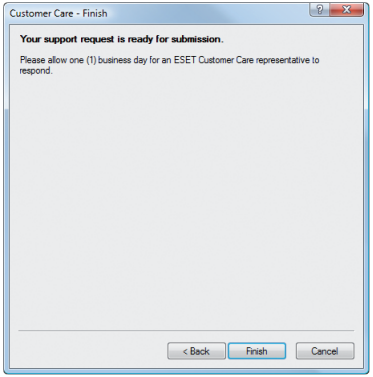
To view the information submitted in the XML format before submission, check the **Display submitted data with confirmation** checkbox.


Customer Care - Selection of data to submit
Select the type of information about your computer that will be sent to ESET's Customer Care. For a quick and accurate response to your query, we recommend that you enable all options below. Any information submitted will be treated in confidence.
Information to submit
Send ESET NOD32 Antivirus program configuration
Send detailed information about the system and running processes (SysInspector)
Send registry data
Send standard system information
Attachment
Submit a file (500 KB maximum):
Look at and confirm before submitting
< Back
Next >
Cancel

Besides submitting system information, you can also attach any file if relevant to the issue or question.

Click **NEXT** to proceed to the next step.

After you have filled in all necessary information, submit the query to technical support by clicking the **FINISH** button.


Customer Care - Finish
Your support request is ready for submission.
Please allow one (1) business day for an ESET Customer Care representative to respond.
< Back
Finish
Cancel

A technical support representative will contact you as soon as possible.

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